

STATE OF INDIANA



INDIANA UTILITY REGULATORY COMMISSION
302 W. WASHINGTON STREET, SUITE E-306
INDIANAPOLIS, INDIANA 46204-2764

<http://www.state.in.us/iurc/>
Office: (317) 232-2701
Facsimile: (317) 232-6758

IN RE THE MATTER OF THE)
COMMISSION INVESTIGATION)
INTO THE SERVICE QUALITY)
OF INDIANA BELL TELEPHONE)
CO., INC. D/B/A AMERITECH)
INDIANA UNDER IC § 8-1-2-4;)
IC § 8-1-2-58; AND 170 IAC 7-1.1)

CAUSE NO. 41911 S-1 FILED

AUG 15 2003

INDIANA UTILITY
REGULATORY COMMISSION

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") caused the following entry to be made:

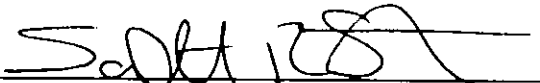
On July 30, 2003, Indiana Bell Telephone Company, Incorporated d/b/a SBC Indiana ("SBC Indiana") filed a *Motion of SBC Indiana for Protection of Confidential and Proprietary Information* ("Motion") in this Cause. In its Motion, SBC Indiana seeks the issuance of a protective order to protect certain additional confidential trade secrets ("Confidential Information") that will be submitted to the Commission as part of SBC Indiana's quarterly progress report ("Progress Report"). SBC Indiana indicates that the Progress Report contains Confidential Information regarding operational results and dates at a granular level (i.e., the call center level), business practices and strategies, including that relating to business systems, and competitively sensitive information. Motion at 2.¹

SBC Indiana's Motion is supported by the affidavits ("Affidavits") of Kathleen Mehl, Associate Director Quality of Service Compliance in SBC Midwest's Network Organization; and, Grace Seymour, Executive Director on the Consumer Affairs Team of SBC Midwest's Consumer Markets Unit. In her Affidavit, Kathleen Mehl describes the confidential information contained in Confidential Attachment III-25(b), Abandon Rate Business Strategy. Grace Seymour's Affidavit contains a description of the confidential information contained in Confidential Attachment III-1(a)Q2 and III-1(b)Q2, Second Quarter Report and Call Volume Half Hours; and, Confidential Attachment III-7(a)Q2, AIT Consumer Call Centers Usability Study.

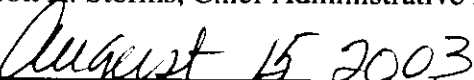
¹ SBC Indiana indicates in its Motion that the Confidential Information it plans to submit in support of its latest Progress Report goes beyond the specific type of information that was previously found to be entitled to confidential treatment, on a preliminary basis, in a Docket Entry issued on May 22, 2003. Therefore, it was necessary to file a Motion to address this additional confidential information.

The Presiding Officer, having reviewed the information contained in SBC Indiana's Motion and Affidavits, finds that there is a sufficient basis for a preliminary finding that confidential procedures are appropriate and should be followed concerning the specific additional Confidential Information to be submitted by SBC Indiana as part of its Progress Report. Accordingly, SBC Indiana should *hand deliver* to the Presiding Administrative Law Judge the Confidential Information, under seal, with the cause number of this proceeding and marked as confidential, and such information shall be treated as confidential on a preliminary basis, in accordance with IC § 5-14-3-4.

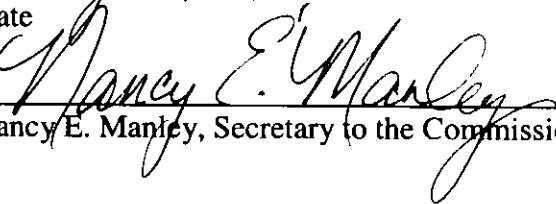
IT IS SO ORDERED.



Scott R. Storms, Chief Administrative Law Judge



Date



Nancy E. Manley, Secretary to the Commission